Symmetry

6 Data Center Pillars
Your Guide to a Superior Data Center Solution

SAP® Certified
in Hosting Services

SAP® Certified
in Cloud Services

SAP® Certified
in SAP HANA® Operations Services

6 Data Center Pillars

I. Classification Level: Tier III Compliance Assures Performance

II. Backed by SAP: SSAE 16 Type II Certification

III. Backed and Safeguardded Environment: Stringent Layered Security Model

IV. Fail-Proof Design: Redundant... Everything

V. Abreast of the Best: Up-to-Date Technology and Equipment

VI. Premier Partner: World-Class Coverage & Competency

Check Off Your Partner Fulfillments to Avoid Operational Frustrations

Is your business looking to scale out without delay? Do you feel the pressure of meeting a shrinking budget, while gaining higher operational performance? Does your business require a flexible hosting solution that can be architected around your organization's requirements? Or can your business simply not afford unplanned outages? No matter the aim – agility, budget, security or uptime – the right hosting partner backed by a best-in-breed data center network can mean the difference in your business' profitability and seamless operations.

The trend to outsource data center services are on the rise. Businesses recognize that the costs for internally supporting an IT infrastructure are becoming more excessive between equipment maintenance, heating/cooling, up-to-date technologies and more. The strain on an organization additionally buckles when you factor the demands of resource allocation, while retaining your core SAP® and architecture knowledge base. The hang-up to make a move often comes in the form of knowing what vendor to turn to and how to plan a fail-proof move.

When evaluating hosting vendors, there are six standards that shouldn't be overlooked regarding your partner's service delivery model and the data center design. This white paper will firmly outline what enterprise-grade checklist items matter for achieving a better operating environment at the best value to your business. You'll also learn why you simply can't sacrifice on any of these six key criteria. To ensure a successful course, you need integrated support through expert managed services, a flexible hosting plan and colocation services.

Pillar One:
Classification Level: Tier III Compliance Assures Performance

Tier III data center facilities allow for any maintenance without operational interruption, averaging 1.6 hours of downtime in a full year. That's 99.982 percent availability – a sound guarantee not typically achievable internally or via a lower tiered partnership. Symmetry's Fortune 500 owned Tier III data centers remarkably boast zero facility outages to date.

Each calculated component supports the overall aim for a sustainable infrastructure. Performance measures such as diverse path feeds from two different substations, 6 MW critical power load, multiple uplinks and N+1 1.5MW Cummins generators assure a stable environment. Dual entrances to multiple telecommunications rooms and managed bandwidth with BGP routing across redundant connections promote resiliency in connectivity.

Pillar Two:
Backed by SAP: SSAE 16 Type II Certification

At Symmetry, our IT professionals and data center facilities are SSAE16 certified. The quality of our hosting services and infrastructure capabilities is additionally validated with our SAP-certified hosting and cloud partnership.

Symmetry observes a strict adherence to internal controls and best practices when we host or process data belonging to our clients. To maintain our SAP certification we regularly undergo comprehensive audits by SAP. These audits assess the quality of our infrastructure and the Symmetry methodology for managed services, so clients can be confident their assets and sensitive data are secure.
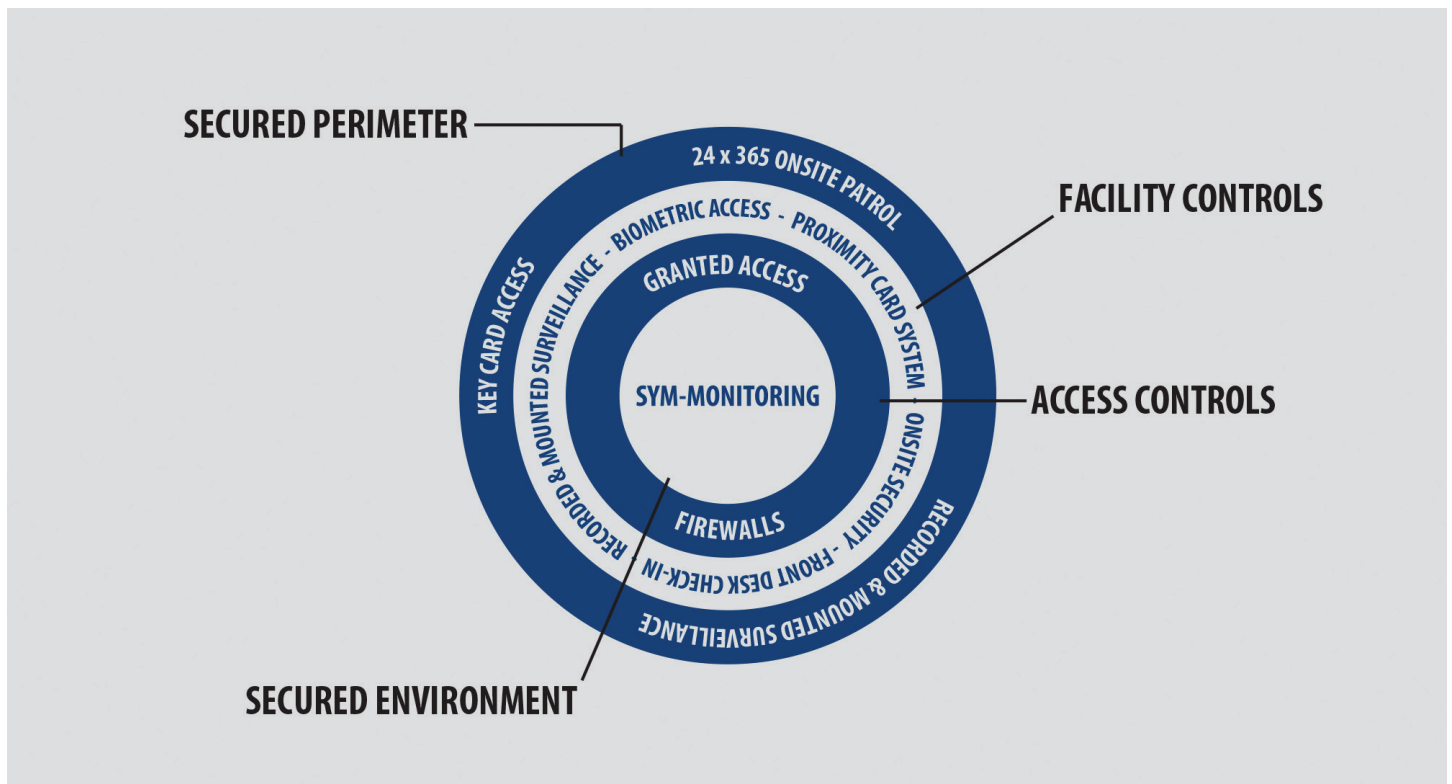
AICPA Service Organization Control Reports

AICPA

SERVICE ORGANIZATIONS

SOC
aicpa.org/soc

Formerly SAS 70 Reports

Pillar III:
Backed and Safeguarded Environment: Stringent Layered Security Model
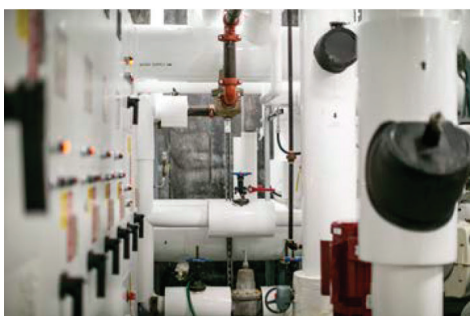
Network security and physical security are both critical in maintaining a stable IT infrastructure. Our partner network touts that its "data centers are built to be data centers" and are backed by certified industry expertise. When a facility is built from the ground up with true purposeful design as the goal, every detail is covered. In many cases, data center facilities are simply redistributed buildings. The lack of complete control over the original layout and mechanics could pose risks to security, climate control or prohibit future development.

Symmetry's network is different. By being strategically built-in, disaster safe zone colocations and resilient industrial-grade construction protect your environment from water damage, fire, man-made calamity and natural disasters.

Multilevel biometric (iris and fingerprint) and proximity card system control access throughout each quadrant of the data center. Surveillance system records and monitors all entrances and individual suites. Onsite security officers patrol the internal and external parameters of the data center 24x365.

Symmetry's nondisclosed data center facilities include individually locked cabinets with a designated combination to gain access for added peace of mind. Onsite technical staff provides physical monitoring and support of the facility. On top of that, Symmetry manages each client's environments, through expert support, routine monitoring and security maintenance of your entire SAP landscape.

Pillar IV:
Fail-Proof Design:Redundant...Everything

For businesses that rely on uptime, high availability and rapid performance, 100-percent confidence is needed from your IT infrastructure. Our data center colocations are designed with redundant power supplies, uninterrupted power supplies, redundant networking connections, multiple redundant cooling systems (HVAC), and redundant fire suppression. Meaning there is little to no risk of failure with multiple adaption sequences in place.

Symmetry operates its enterprise disaster recovery solution to back up and restore client environments. We utilize our offsite storage and strict tape rotation based on client specifications to safeguard all of your critical assets. As stated, our partner network also boasts zero outage occurrences onsite to date.

Pillar V:
Abreast of the Best: Up-to-Date Technology and Equipment

Industrial-grade environments include continuous maintenance and upgrade of equipment and the latest technologies. Businesses that host at a colocation are able to take advantage of lower capital expense with a higher return in operational performance.

By leasing through a certified hosting partner, clients are able to end the costly cycle of hardware and software purchasing. Our leasing models allow businesses to scale out and adapt quickly to changing business demands and compliance requirements.

Pillar VI:
Premier Partner: World-Class Coverage & Competency

We don't just follow the typical vendor model of using our footprint to stretch our environment to our clients. Any vendor can eliminate the financial burden of owning, maintaining and updating hardware and equipment. We take it one step further, by ensuring we are always delivering the best technology, quality, upmost security and value to our clients.

Eliminate unnecessary costs and enhance your operational performance through a reliable, dedicated hosting partner. Symmetry functions around a client-centric methodology. Our experts are versed across the entire SAP portfolio and hosting architecture. As an SAP-certified cloud and hosting provider and leader in managed services, Symmetry delivers the difference of end-to-end solution coverage at the best value to the client.

Our clients also experience the seamless relationship gained from our single-source team of experts. All consulting, project work and maintenance are delivered through a proactive approach. Most importantly, Symmetry doesn't believe in a middle man or help desk service. We offer direct access 24x7 from your trusted team.

Symmetry provides the freedom to choose and customize a hosting option that best meets your business challenges, compliance requirements and budget. Due to the decreasing cost of hardware, clients take advantage of the improved security and performance available through a dedicated hardware infrastructure. Symmetry also makes a traditional shared infrastructure model available.

Rather than locking you into a hardware choice, we work with you every step of the way to understand and create the right solution options available.

Symmetry's state-of-the-art data center facilities, proven methodologies for SAP application management, certified hosting services and strict internal controls ensure your environment is secure, affordable, stable and optimally performing.

Get started today! Leverage Symmetry's years of experience and deep technical insight. We will assess your current environment and provide honest, strategic guidance to help you arrive at your decision. Call to discuss your operational demands and request a tour of one of our high-tech data center facilities within our partner network.

About Symmetry

Symmetry Corporation, an SAP® certified hosting and cloud partner and value-added reseller, provides specialized technical managed services, security administration and project consulting for SAP customers across the US and around the world. Through its proven methodology, Symmetry's deeply versed teams deliver complete ERP solutions to help clients reduce total cost of operations and improve performance, including:

- **Basis Managed Services**
- **SAP NetWeaver®**
- **SAP Security**
- **SAP BusinessObjects BI Solutions Portfolio**
- **SAP HANA, Mobility & SAP Sybase ASE**
- **Enterprise Cloud Solutions**
- **Hosting & Disaster Recovery Solutions**
- **Implementations, Migrations & Upgrades**

For more information, please contact:

Michael Haase
Vice President Sales and Marketing
Phone: 414-238-2341
Email: mhaase@sym-corp.com

www.symmetrycorp.com

SAP is the trademark of SAP AG in Germany and in several other countries. IBM is the trademark of International Business Machines Corporation, registered in many jurisdictions worldwide. All other products mentioned in this document are registered trademarks of their respective companies.